

# AT THE AIRPORT



ARRIVALS

BAGGAGE  
CLAIM

BOARDING  
PASS

SECURITY  
CHECKPOINT

INFORMATION  
DESK

DEPARTURES

PASSPORT





**CHECK-IN  
COUNTER**

**PASSPORT  
CONTROL**

**PILOT**

**PASSENGER**

**BOARDING  
GATE**

**EXCHANGE  
OFFICE**

**CUSTOMS  
CONTROL**

**FLIGHT  
ASSISTANT**

**SEAT**





# 1. Watch the video and answer the questions:



Where is he flying to?

.....

Is there any problem with the flight?

.....

What time is the flight scheduled to depart?

.....

Does he have any luggage to check in?

.....

Does he have any carry on luggage?

.....

Does he prefer a window seat?

.....

What gate will the flight depart from?

.....

What is the flight boarding time?

.....

## 2. Complete the conversation using the words on the right:

**Clerk:** Good afternoon. Where are you ..... today?

**Passenger:** I'm flying to Stockholm.

**C:** May I see your ....., please?

**P:** Yes. Here you are... Do you need to see my .....

**C:** No, I don't. Unfortunately, your ..... has been ..... It's now ..... to ..... at 6pm.

**P:** Oh, well. That's not too bad.

**C:** I'm sorry for the inconvenience.

**P:** That's OK.

**C:** Are you ..... any bags today?

**P:** Yes, I have one bag to check and one bag to .....

**C:** Have you left your bags ..... at any time?

**P:** No, I've always had my bags with me.

**C:** OK. That's good. ... Right now, you have a ..... Would you prefer a ..... or an .....

**P:** Er... an ....., please.

**C:** OK. Here's a new ..... and your .....

**P:** Thanks.

**C:** Go through ..... and your ..... to Stockholm will depart from ..... B25. The flight ..... at 5.30.

**P:** ..... B25... OK. Thank you.

unattended  
depart  
security  
boards  
middle seat  
checking in  
delayed  
aisle seat  
aisle seat  
boarding pass  
boarding pass  
passport  
carry on  
baggage claim  
scheduled  
gate  
gate  
flying  
window seat  
flight  
flight

**1** This is the place at the airport where you have to show your passport to the immigration officer.

**2** Here you collect your luggage after you arrive at your destination.

**3** If you are flying a long journey, probably you will have to take more than one flight.

**4** The airport is a public place. Therefore, anybody can use this facility.

If you are at the airport waiting for someone, you will probably be looking at the \_\_\_\_\_ board.

The area where all passengers belongings are sent.

If you are at the airport waiting for your flight, you will probably be looking at the \_\_\_\_\_ board.

Here you can see if your luggage is on the weight limit and get your boarding pass.

**5**

**6**

**7**

**8**

# AT THE AIRPORT



Can I have your **ticket**, please?  
How much **luggage** do you have?  
How many **suitcases** have you got?  
This is my **hand luggage**.  
Can I have a **seat** next to the window?  
Here's your **boarding pass**.  
Where is **passport control**?  
Follow the **signs**.



Can I see your **passport**, please?  
Where can I get a **trolley** for my luggage?  
Where is the **information desk**?  
Which gate for **flight number**...?  
The **gate number** is on the **departure board**.  
How much **hand luggage** can I have?  
Now go through **passport control**.  
Wait for the **flight** in the **departure lounge**.  
Check the **departure gate**.

It's now **boarding**.  
The flight is **delayed**.  
This is the **last call**.  
Please **board** the plane.  
Where is the **arrival hall**?  
I have nothing to **declare**.  
Do I have to pay **customs duty** on this?  
How much is it?  
How many can I bring in **duty-free**?



1. hand

2. boarding

3. passport

4. duty

5. departure

6. arrivals

7. last

8. gate

9. delayed

10. information

a. free

b. luggage

c. number

d. lounge

e. control

f. flight

g. board

h. pass

i. desk

j. call



Answer the questions according to the information from the boarding pass.

- 1- What is the name of the passenger?
- 2- What is the destination?
- 3- What is the number of the flight?
- 4- What time does the flight departs?
- 5- What is the date of the flight?
- 6- The seat number is
- 7- He is flying on class
- 8- is the number of the gate.
- 9- He should be at the boarding gate before
- 10- He is flying to



**Air Lines** ..... ✈

**BOARDING PASS** ...

**PASSENGER NAME** Mr. John Doe      **DATE** 11.03.17

**FROM** New York, USA      **TIME** 21:25

**TO** Rome, Spain

**FLIGHT** I124      **DATE** D4      **SEAT** 31B

**IMPORTANT NOTE:** You should be at the boarding gate before 20:05

**PASSENGER** Mr. John Doe

**FROM** New York, USA

**TO** Rome, Spain

**FLIGHT** I124      **JFK → ROM**

**Air Lines**



**AIRLINE RULES**

**BOARDING RULES**

**LOBBY RULES**

**MAIN INFORMATION**

- **FLIGHT** I124
- **GATE** D4
- **SEAT** 31B
- **CLASS** E

**Air Lines**

30% of people have experienced delays or cancellations with their flight



